



Health & Safety Policy Statement

General Statement

The Health and Safety of all our employees, contractors, visitors, service users and members of the public who are, or who may be affected by our operations is of paramount importance to us.

The Management Board has reviewed Health, Safety, and Environmental Legislation when considering our responsibilities and setting our Health and Safety Policy objectives.

Company Responsibilities

We will ensure, so far as is reasonably practicable, the health, safety and welfare at work of all employees. We will manage our business in such a way, and so far as is reasonably practicable, that the safety and welfare of persons not employed by us are not exposed to risks.

This policy document explains in broad terms what must be done by everyone within the TMSA to achieve these objectives. The aim is to provide a sound basis for co-operation between management and employees and is intended to encourage continuous improvement of our Health, Safety and Environmental performance.

Objectives and Commitment

Our objectives are:

- Risk reduction, prevention of injury and loss due to damage.
- To identify health and safety hazards and manage those hazards so that the risks are effectively controlled.
- To work to safety standards which satisfy our statutory requirements and reflect good industry working practices.
- To review and develop these standards continuously. Revise them accordingly when changes in legislation, industry practice or technology occur.

We are committed to consult with employees on health, safety and welfare issues by:

- Ensuring that our employees are trained to understand and carry out their responsibilities. This will involve, but will not be limited to, selection, training, retraining and continuous assessment of employee performance.
- Continually monitoring this policy by auditing and reviewing its effectiveness in the workplace.

Legal Obligations

We recognise the legal obligations placed on us by the Health & Safety at Work etc. Act 1974 and other Statutory Legislation as may be applicable to our undertaking. Our Health and Safety documentation and records will be made freely accessible to employees, contractors, visitors, service users and members of the public who may be affected by our operations.

Employees are obliged to familiarise themselves with the contents of our Health and Safety Documentation as it contains essential information for their health, safety and welfare.

Health & Safety Procedures – Guidelines on Accident and Ill Health Reporting

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR)

The TMSA has legal duties under RIDDOR that require us to report and record some work-related accidents by the quickest means possible.

Reportable deaths and major injuries

Deaths

If there is an accident connected with work and an employee, or self-employed person working on the premises or a member of the public is killed, the TMSA must notify the enforcing authority without delay -

either by telephoning the ICC on 0845 300 99 23

or by completing the appropriate online form (F2508)

available at www.hse.gov.uk/riddor

Major injuries

If there is an accident connected with work and an employee, or self-employed person working on the premises sustains a major injury, or a member of the public suffers an injury and is taken to hospital from the site of the accident, the TMSA must notify the enforcing authority without delay by telephoning the ICC or completing the appropriate online form (F2508).

The definition of a “major injury” is set out in detail in guidance on the regulations. In general terms it covers:

- fractures, amputations and dislocations except those relating solely to fingers and toes;
- loss of consciousness or a need for resuscitation, e.g. from electric shock;
- admission to hospital for over 24 hours following an accident;
- acute illness requiring medical treatment from exposure to chemical or biological agents.
- loss of sight (temporary or permanent) and any penetrating injury to the eye

Reportable over-three-day injuries

If there is an accident connected with work (including an act of physical violence) and an employee, or a self-employed person working on the premises, suffers an over-three-day injury the TMSA must report it to the enforcing authority within ten days.

An over-3-day injury is one which is not "major" but results in the injured person being away from work OR unable to do their full range of their normal duties for more than three days (including any days when they would not have been at work, e.g. weekends). The TMSA can notify the enforcing authority by telephoning the Incident Contact Centre on 0845 300 99 23 or completing the appropriate online form (F2508).

Reportable disease

If a doctor notifies the TMSA that an employee suffers from a reportable work-related disease, then the TMSA must report it to the enforcing authority.

The most relevant to the TMSA is cramp of the hand or forearm due to repetitive movements for example due to work involving prolonged periods of handwriting, typing or other repetitive movements of the fingers, hand or arm.

You can notify the enforcing authority by telephoning the Incident Contact Centre on 0845 300 99 23 or completing the appropriate online form (F2508A)

Reportable dangerous occurrences (near misses)

If something happens which does not result in a reportable injury, but which clearly could have done, then it may be a dangerous occurrence which must be reported immediately. Just call the Incident Contact Centre on 0845 300 99 23 or complete the appropriate online form.

There are a range of "Dangerous Occurrences" specified in Schedule 1 of RIDDOR for which reporting to the Enforcing Authority is required. These include the failure or collapse of equipment and structures liable to cause serious injury, e.g. collapse of scaffolding, cranes and fairground equipment; failure of pressure vessels; uncontrolled release of dangerous substances; electrical short circuit involving fire or explosion, etc.

Any relevant "Dangerous Occurrence" must be reported to the Incident Reporting Centre by the quickest practicable means, e.g. by telephone or fax and must be followed up by a report on statutory Form 2508 within 10 days. The procedures are as outlined above for "death or major injury accidents"

TMSA Reports

In addition to the statutory reporting process explained above, appropriate Accident and/or Incident Forms should be completed and the Insurance Company informed.

Health & Safety Procedures - Handling Aggression and Violence - the Do's and Don'ts

- If you anticipate aggression or violence try to remain calm or at least give the impression that you are calm. Always try to be aware of those situations that might involve aggression or violence and avoid them in the first place.
- Try to give an angry person your full attention and be willing to give them the time to sort things out.
- If you act first and ask questions afterwards the situation is likely to deteriorate. Ask what is wrong and listen to what they say. Acknowledge their anger and focus on it. Agree if you think they have a right to be angry.
- Try not to take a violent outburst personally even if the abuse is racist or sexist. Often you are in the line of attack because you are the only person on whom they can vent anger. Taking it personally will reduce your ability to make a controlled response.
- Try to avoid making the person feel powerless, as physical attack may then seem to be the only avenue open to them. Avoid a conflict of will and avoid physical contact. Even if you win the point the other person may harbour a grudge and try to get back at you, or others, later. Don't patronise, ridicule or belittle the aggressor.
- Be honest about what you are able to do and what you will do about the situation. If you agree to do something you must do it! If you are able to give information at an early stage it may help to head off a developing situation. Explain what you are doing.
- Try always to have a colleague nearby if you anticipate aggression. It helps you to feel less threatened and more able to meet the situation.
- Avoid using physical force unless there is no alternative. If you use force you may encourage the other person to feel that it is acceptable and you are likely to find it used in return.
- If possible separate the angry person from an audience or from the situation causing anger. Do this only if you can do it without increasing the tension in the situation.
- Be alert to any signs that the person may have been taking alcohol or drugs as they both act to increase the risk of physical violence and unpredictable behaviour.
- Monitor the situation and keep asking yourself the question 'Has the situation reached the position where I need to seek help or to effect an escape?' If it has then seek help or try to escape from the situation. Always try to position yourself to prepare for a possible need to effect an escape – try not to let the aggressor get between you and the route of escape.
- Ensure you report the incident on the incident report form.

Health & Safety Procedures-Safe Working in the Office

Staff should wear clothing and footwear appropriate to their tasks. All staff must act responsibly with due regard to hazards that have been identified by risk assessment.

The following do's and don'ts represent some of the most common causes of accidents in the office situation but there are others:

- Do not place obstructions in gangways, on stairs or at points of access to fire fighting equipment or means of escape.
- Do use handrails when ascending or descending stairs.
- Do not run or carry items that are unstable or too heavy for easy carriage.
- Do use the trolleys and other handling aids for moving heavy items. Ask for arrangements to be made for portage of items that are too heavy or inconvenient to move with the assistance of a colleague.
- Do not allow waste and accumulations of work materials to accumulate unnecessarily on, under, or between desks.
- If you need access to materials stored at height use the proper kick-stools or steps provided.
- Do not store heavy or unstable items on top of cupboards where they may fall.
- Ensure that cables for telephone, portable electrical appliances etc are properly in position where they will not present a tripping hazard and where they will not cause the items to which they are attached to be dislodged by people moving about the office.
- Close filing drawers and cabinets after use. Open only one drawer at a time if there is a risk of the cabinet becoming unstable. Put the heaviest items in the bottom drawer.
- Use proper equipment for cutting, punching or binding paper. Do not leave open blades where they may cause injury.
- Keep combustible materials, including clothing, away from portable heaters that might catch fire.
- Do not place items on window ledges where they may fall out and injure somebody below. Before opening windows make sure that it is safe to do so.
- Keep a check on electrical equipment to detect any signs of damage or discoloration due to overheating. Switch off any equipment that you think might be faulty.
- Switch off inessential equipment at night before leaving the office.
- Never put chemicals or any other hazardous materials in containers that have misleading labels, especially food containers.
- If you spill any liquids clean them up or ensure that the area is signed to indicate any slipping hazard.
- Do not remove the casing from office equipment except in so far as is necessary to carry out routine operations described in the supplier's handbook. Be aware that parts of office equipment may be hot when first switched off.
- Ensure that you know the emergency procedures for the area in which you work.
- Do not prop open fire doors or move fire equipment from its proper location.
- Report anything that you think presents a hazard so that action can be taken to safeguard everyone.

Health & Safety Procedures - Visual Display Units

Introduction

Personal Computers are an efficient means of carrying out many tasks but they can present hazards if not properly used. The following recommendations should be followed by all users of computers.

Setting up your VDU Workstation and screen

- Make sure that you have sufficient free space on the desk to locate the equipment properly and to lay out the work you are doing.
- Position the screen to avoid glare and reflection from lights and windows.
- Set the screen at a suitable distance for clear and comfortable vision. Ensure that the top of the screen is more or less in line with eyes. It may be necessary to raise the screen to achieve this.
- Set the angle of the screen to give a comfortable (neutral) position for the head and neck, without tension in the neck and shoulder muscles.

Setting up your keyboard and mouse

- The keyboard and mouse should be positioned to give you space for operation of each one without stretching your arms or fingers. There should be room to rest the hands in front.
- Keyboard wrist rests should only be used to rest hands when not typing.
- Adjust the angle of the keyboard to suit (ideally the key board should be placed in the flat rather than raised position). Your forearms should be approximately horizontal and your hands level with your arms – avoid any bending of the wrist.
- The position of the keyboard should be set so that you are working 'square on' to the screen, without a twisted back.
- When using a pointing device, such as, a mouse or trackball, ensure that your elbow and forearm is adequately supported by your desk. Ensure your forearm is in line with your hand and avoid bending of the wrist.

Posture and Position

- Adjust your chair height to give a horizontal arm/wrist position that avoids tension in arm, shoulder and neck muscles. (You need to be aiming for an angle of 90 degrees on your elbow.)
- Adjust the back of your chair to support the lower back.
- Ensure that there is space to move your legs under the desk with the chair adjusted.
- Use a footstool if it is necessary to do so to get a comfortable and stable position for your feet with the chair height correctly adjusted. There should be no undue pressure from the chair on the back of the thighs.
- Re-adjust your workstation to different tasks e.g. for closer attention to the screen for fine work.
- Ideally when seated your hips should be slightly higher than your knees.

Work Routine

- Ensure that you do not spend too long without a break from keying in, using the mouse, or work requiring close attention to the screen.
- Frequent short breaks are preferable to long periods of work with a longer break at the end. At least 5 minutes in every hour should be spent away from work on the screen and keyboard.
- Change positions periodically to prevent tension building up in any set of muscles.
- Relax your hands and stretch the arms and fingers.
- Give your eyes a break from focusing on the screen – focus on something at a distance.

Avoiding headaches and eye strain

- Lighting needs to be suitable for the task. Avoid excessive lighting or too little lighting. Use task lighting if necessary for work on, or from, documents.
- Use a document holder positioned at the same distance as the screen to avoid excessive re-focusing of the eyes.
- Ensure that you do not have glare and reflections from furniture and objects nearby as well as from lights and windows.
- Adjust the brightness and contrast of your screen image.
- Wear spectacles or lenses if necessary, especially any that are provided specifically for VDU use.
- Avoid sitting near to hot radiators, or in draughts, that may dry the skin and eyes.